

# Two Outstanding Speakers Selected for March 14 MGCSA Mini-Seminar at Brooklyn Park

Two outstanding speakers—one a professional educator, coach and consultant and the other a specialist in labor and law—have been announced for the MGCSA Mini-Seminar to be held March 14 at the Northland Inn in Brooklyn Park.

**Tom Coyle**, the educator, coach and consultant from Lee's Summit, Mo., has successfully applied his background in athletics, vocation and personal development counseling to help people achieve peak performance for more than 25 years.

Drawing on his unique experiences from secondary and university level teaching, as a heavy industry and utility supervisor, public service, club management and sales, Coyle talks the language "of the real world."

He has developed several specialty programs in hiring and firing, alcohol awareness and member/guest contact skills for country club managers and allied hospitality groups as well as training programs for leadership and management, supervision and foremanship, motivation and human re-

lations, communications and listening skills.

He is the most senior associate of the Career Development Seminars group.

For his 3-hour workshop at the MGCSA Mini-Seminar, Tom's presentation, entitled "Your Image Is On The Line," will focus on "who really controls the image of the golf course superintendent."

Among areas he will discuss are:

- Meeting the demands and duties of golf course leadership;
- How the golfer-member-guest contact person controls the golf superintendent's image;
- How to "create" an appropriate image and how to make each golf course contact a "personalized service;"
- How to handle golfer-member-guest complaints;
- A step-by-step formula for handling complaints, reaching resolution and agreement and preserving goodwill.

**THOMAS P. KRUKOWSKI**, the

attorney, has been practicing labor and employment law since 1970 and founded the law firm of Krukowski & Costello in suburban Milwaukee in 1979.

At the MGCSA Mini-Seminar he will discuss labor and employment law matters as they relate to associations and employers.

Krukowski emphasizes the need for strategic planning. He is the author and publisher of the *Employment Law Manual* for Wisconsin employers, now in its third edition and used by 2,000 Wisconsin employers.

He also authored the *Drug Testing Manual* for the Trucking Industry, a reference for more than 1,000 companies in the United States.

He lectures frequently to employers and associations throughout the country on labor and employment law matters.

## Superintendents Urged to Bring Club Manager, Green Chairman Or Other Officer To Mini-Seminar

Golf course superintendents planning to attend the MGCSA's Mini-Seminar on March 14 at the Northland Inn in Brooklyn Park are encouraged to bring their club manager, green chairman and/or any other club officer with them.

Although the program primarily is directed towards superintendents, it also contains considerable information that can be of value to other club officials.

Registration fee for these persons would be \$45 if pre-registered or \$55 at the door.



**THANK YOU, ANITA** — Presenting Anita Hight, retiring office manager of the Minnesota Golf Association, with a colorful bouquet of flowers is Joe Moris, MGCSA president. For years Anita was a major help to the MGCSA when the business affairs of the golf course superintendents' organization were conducted in the MGA office. Approximately four years ago, the MGCSA established its own office, but members long will remember how helpful Anita was. "She's a remarkable lady," Moris said, "and we wish her all the best."